



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Matrix Telecom, Inc.**  
**d/b/a Matrix Business Technologies**  
**d/b/a Trinsic Communications**  
**for Filing Period 4/1/2008 to 6/30/2008**  
**Tracking Number 2281**

**Performance Data - Code Part 730**

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	21.60	37.70	33.90	31.07
D. Business or Customer Service Answer Time Section 730.510(b)(1)	34.10	77.20 *	59.20	56.83
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	100.00 %	100.00 %	74.26% *	86.63% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.09	1.39	4.31	2.26
H. Percent Repeat Trouble Reports Section 730.545(c)	18.03 %	17.33 %	7.52 %	11.33 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$718.86	\$721.30	\$483.38	\$1,923.54
B. Number of credits issued for repairs - 24-48 hours	12	11	3	26
C. Number of credits issued for repairs - 48-72 hours	3	13	7	23
D. Number of credits issued for repairs - 72-96 hours	2	8	8	18
E. Number of credits issued for repairs - 96-120 hours	0	1	5	6
F. Number of credits issued for repairs > 120 hours	3	4	7	14
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$32.92	\$117.05	\$0.00	\$150.00
B. Number of installations after 5 business days	0	1	0	1
C. Number of installations after 10 business days	1	1	0	2
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

\*Operator answer time is provided by the ILEC.

\*Repair Office and Customer Service call answer-time is nationwide data, not state specific.